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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of:

McIlwaine et al.

Serial No.: 10/785,543

Filed: February 24, 2004

For: Method and System for Delivery of
Individualized Training to Call Center Agents)

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)
) Examiner: Matar, Ahmad
)
) Art Unit: 2642
)
) Confirmation No. 8142
)

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. Applicants have not enclosed a copy of any cited U.S. patents or U.S. patent application publications. Applicants have enclosed a copy of each cited foreign patent document and non-patent literature.

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Respectfully submitted,

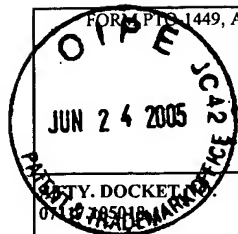
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K&S Docket: 07117.105018 US CON
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FORM PTO 1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT**

(Use several sheets if necessary)

APPLICANT Mellwaine et al.	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT Mellwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,513,308	4/30/1996	Mori, Toshiya	395	155	9/1/1993
	AB	6,340,977 B1	1/22/2002	Lui et al	345	709	5/7/1999
	AC	2002/0118220 A1	8/29/2002	Lui et al.	345	709	11/20/2001
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
AK	WO 2000/68769	11/16/2000	PCT	Lui et al.	
AL					

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

AM	Deloitte & Touche; <i>Tech Trends – 2002 Annual Report</i> ; (2002); Volume 1; pp. 23-26
AN	Knoa Software, Inc.; <i>Achieving Enterprise Application ROI by Managing User Performance</i> ; March 2003; pp. 1-12
AO	Knoa Software, Inc.; <i>Driving ROI From On-Demand Services</i> ; October, 2003; 6 Pages
AP	Knoa Software, Inc.; <i>The knoa Guidance™ Application</i> ; April 2003; pp. 1-12
AQ	

EXAMINER	DATE CONSIDERED
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